

ROUTINE

R 131245Z APR 99 PSN 566746J34

FM COMINWARCOM CORPUS CHRISTI TX

INFO COMOMAG CORPUS CHRISTI TX

MOMAG

R 121633Z APR 99 ZYB

FM COMNAVSURFLANT NORFOLK VA//N653A/N6/N65//

TO NAVSURFLANT SHIPS

INFO COMEODGRU TWO

R 052015Z APR 99 ZYB

FM NAVSURFWARCENDIV CRANE IN//4035//

TO CINCLANTFLT NORFOLK VA//N411//

CINCPACFLT PEARL HARBOR HI//N42/N4201//

NAVORDCEN INDIAN HEAD MD//N42//

NAVMAJ LUALUALEI HI//34011//

LANTORDCOM DET CHARLESTON SC//291/291AO//

CINCUSNAVEUR LONDON UK//N411//

COMNAVAIRESFOR NEW ORLEANS LA//N3W//

CMC WASHINGTON DC//ASL 30//

COMMARCORSSYSCOM QUANTICO VA//AW//

MARCORSYSCOM WASHINGTON DC//PM/AM/AMMO//

COMNAVSPECWARCOM CORONADO CA//N4311/N91//

COMNAVAILANT NORFOLK//N85//

COMNAVSURFLANT NORFOLK VA//N653//

COMSUBLANT NORFOLK VA//N711//

COMMARFORLANT//G4/ALD/AMMO//

COMNAVIAIRPAC SAN DIEGO CA//N85//

COMNAVSURFPAC SAN DIEGO CA//N84//

COMSUBPAC PEARL HARBOR HI//N71//

COMMARFORPAC//ALD//

COMLOGGRU TWO//N411//

COMNAVSURFGRU PACNORWEST//N651//

COMNAVSURFGRU MED//N411//

COMNAVSURFGRU MIDPAC//N86/MP8//

COMLOG WESTPAC//N4112//

COMFAIR NAPLES IT//WPNS/ORD//

COMFAIRWESTPAC ATSUGI JA//N8/WPNS//

COMPHIBGRU ONE//WPNS//

COMPHIBGRU TWO//LOG/WPNS/N8//

COMPHIBGRU THREE//N441/N5131//

COMSC WASHINGTON DC//PM1/PM12D/PM12E/PM412/N62//

FCTCLANT DAM NECK VA//N722/ROLMS//

FLETRACEN SAN DIEGO CA//N7413/ROLMS//

CG FIRST MAW//ALDD/ORD//

CG SECOND MAW//ALDD/ORD//

CG THIRD MAW//ALDD/ORD//

NAVICP MECHANICSBURG PA//101//

NAVICP PHILADELPHIA PA//P04E//

NAVORDCEN IMSD MECHANICSBURG PA//20//

NAVORDCEN IMSD AMMO DET NORFOLK VA//00319/0034//  
NAVORDCEN IMSD AMMO DET SAN DIEGO CA//0031/0033//  
CNET PENSACOLA FL//N414//  
CNATRA CORPUS CHRISTI TX//N4213//  
COMDT COGARD WASHINGTON DC//G0D02//

INFO COMNAVSURFWARDCEN WASHINGTON DC//00//  
COMNAVSEASYS COM WASHINGTON DC//SEA-05//  
LANTORDCOM YORKTOWN VA//2801//  
LANTORDCOM DET EARLE COLTS NECK NJ//2711//  
WPNSUPPFAC SEAL BEACH CA//20Y//  
NAVSURFWARCENDIV INDIAN HEAD MD//2250A//  
NAVUNSEAWARCENDIV KEYPORT WA//20344//  
WPNSUPPFAC SEAL BEACH DET PORT HADLOCK WA//6042//  
WPNSUPPFAC SEAL BEACH DET FALLBROOK CA//5214//  
WPNSUPPFAC SEAL BEACH DET CONCORD CA//20201//

UNCLAS //N08000//

MSGID/GENADMIN/NSWC DIV CRANE IN/4035//

SUBJ/REPORTING ROLMS PROBLEMS//  
POC/CURT JOHNSON/4035/PRIPHN:DSN 482-5094/-/-/SECPHN:812-854-5094//

RMKS/1. THE RETAIL ORDNANCE LOGISTICS MANAGEMENT SYSTEM (ROLMS) CUSTOMER SUPPORT DESK (CSD) HAS INSTITUTED A NEW PROCESS EFFECTIVE IMMEDIATELY FOR RECORDING AND PROVIDING STATUS ON ROLMS PROBLEM REPORTS. TO ENSURE ROLMS CSD TIMELY RESOLUTION OF USER QUESTIONS AND PROBLEMS, A CSD COORDINATOR WILL BE THE POC FOR ALL INCOMING CALLS. THE COORDINATOR WILL:

A. REQUEST SOME BASIC INFORMATION FROM THE CALLER SUCH AS ACTIVITY UIC, PLAD, POC NAME, PHONE NUMBER AND EMAIL ADDRESS INCLUDING THOSE FOR THE WEAPONS/OPERATIONS OFFICER, AND WHETHER THE CALL IS FOR AN EXISTING PROBLEM REPORT OR IS A NEW CALL. IF THE CALL IS FOR AN EXISTING PROBLEM REPORT, CALLER WILL BE ASKED TO PROVIDE THE PROBLEM REPORT NUMBER ASSIGNED FOR THE ORIGINAL CALL IF KNOWN BY THE CALLER.

B. TRANSFER THE CALL TO A CSD ANALYST. IF AN ANALYST IS NOT ABLE TO ANSWER THE IDENTIFIED ISSUE WITHIN TWO HOURS, THE CSD COORDINATOR WILL CONTACT CALLER WITH PROBLEM REPORT NUMBER AND STATUS.

2. CSD WILL OBSERVE THE FOLLOWING GUIDELINES IN RESPONSE TO CALLS:

A. LEVEL 1 - ANSWERED WHILE THE CALLER IS ON THE PHONE OR WITHIN 24 HOURS. EXAMPLES OF LEVEL 1 CALLS WOULD BE ANSWERING QUESTIONS RELATED TO PERFORMING A ROLMS FUNCTION OR THE RESOLUTION OF SOME MINOR HARDWARE AND SOFTWARE PROBLEMS.

B. LEVEL 2 - ANSWER ANTICIPATED WITHIN 2-6 DAYS. EXAMPLES OF LEVEL 2 CALLS WOULD BE PROBLEMS REQUIRING SOME SOFTWARE, DATABASE AND TRANSACTION HISTORY RESEARCH. THE CSD COORDINATOR WILL PROVIDE CONTINUING PROBLEM REPORT STATUS TO THE SITE.

C. LEVEL 3 - PROBLEMS ESTIMATED TO TAKE 7 OR MORE DAYS FOR RESOLUTION. EXAMPLES OF LEVEL 3 CALLS WOULD BE REPLACING HARDWARE, SITE SENDING CSD A COPY OF THE DATABASE FOR IN-DEPTH RESEARCH, AND PROBLEMS REQUIRING ONSITE TECH ASSIST VISIT. THE CSD COORDINATOR WILL PROVIDE DAILY CONTINUING PROBLEM REPORT STATUS TO THE SITE. THE ROLMS PROJECT MANAGEMENT OFFICE WILL CONTACT SITE WEAPONS/OPERATIONS OFFICER TO PROVIDE STATUS AND ASCERTAIN OPERATIONAL STATUS.

3. ORIG REQUESTS ROLMS SITES OBSERVE THE FOLLOWING APPROACH FOR PROBLEM RESOLUTION:

A. WORK WITH THE CSD TO RESOLVE CALLS WITHIN THE FRAMEWORK AND GUIDELINES DESCRIBED IN PARAS 1 AND 2.

B. IF THE CSD IS NOT PROVIDING A SATISFACTORY RESPONSE, OR OPERATIONAL REQUIREMENTS NECESSITATE A GREATER PRIORITY, THE PROBLEM SHOULD BE ELEVATED BY EMAILING THE PROBLEM REPORT NUMBER AND OTHER PERTINENT INFORMATION TO MR. CURT JOHNSON AND MS. KAREN ABRAMS WITH A COPY TO MS. TINA HARLEY. THE RESPECTIVE EMAIL ADDRESSES ARE:

MR. JOHNSON: JOHNSON\_CURT@CRANE.NAVY.MIL

MS. ABRAMS: ABRAMS\_KAREN@CRANE.NAVY.MIL

MS. HARLEY: HARLEY\_TINA@HQ.NAVSEA.NAVY.MIL

MR. JOHNSON OR MS. ABRAMS WILL BE RESPONSIBLE FOR IMMEDIATELY CONTACTING THE SITE, DETERMINING THE CAUSE FOR DISSATISFACTION AND TAKING ACTION TO RESOLVE THE PROBLEM.

C. IF STEPS A AND B ABOVE STILL DO NOT PROVIDE A SOLUTION TO THE PROBLEM, SEND A NAVAL MESSAGE TO NAVSURFWARCENDIV CRANE, CODE 4035, AND ALCON DETAILING THE PROBLEMS(S).

4. REQUEST ADDRESSES PROVIDE WIDEST DISSEMINATION.//

BT

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